



# Bife

Tel Hai

The Magazine of Tel Hai Retirement Community



**PLANNING AHEAD** *for a* **REMARKABLE FUTURE**

SPRING 2020



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On the cover: Photos by The Premise Studio.





# Two Hundred and Fifty

Cynthia Dallara, Administrator, Lakeview Personal Care



Welcome to the latest issue of *Life* magazine.

I'm sure you're already asking, "So what's with the 250?"

Is Tel Hai turning 250? Nope, we're only turning 65 next year! Did we interview 250 residents? We wish... oh, the stories they would tell!

The answer is simple: 250 is your future. For \$250—the cost of applying for residency to Tel Hai—you can take the first step in changing your life. For \$250, you'll be planning ahead and preparing for a remarkable future. A future that includes the assurance of access to the continuum of care when you need it. No more doubts. No more what-ifs.

For \$250, you're choosing to invest in yourself by investing with us. For \$250, you're choosing to get one step closer to a worry-free lifestyle without the burdens of home ownership and obligation. We're excited to welcome you to the ranks of the Future Resident List.

In this issue, you'll meet residents who have lived in our community for 250 years. Ok, well, maybe not that long. Let's try it again; how about 2 years, 5 years and 10 years. Beginning on page 4, you'll read their personal reflections on what life is really like at Tel Hai. Each with their own perspective on the decision they made, the experiences they've had and the life they're living.



But each started the same way: the decision to invest \$250 in their future by applying to Tel Hai.

On page 8, you'll discover a "yoga ministry" that can soothe the body, mind and soul. Uniquely Tel Hai, this wellness opportunity is just another example of exceptional programming available to residents and the greater community.

In "Back to Ba\$ics," we're diving deep into the purpose, value and offerings of a Life Plan Community.

From summertime concerts in our outdoor amphitheater to international trips, it's easy to forget that Tel Hai offers a full range of continuing care services right here on campus. We've got caring professionals who are here to help you as your care needs change, whether it's 2 or 25 years from now.

Lastly, make sure to check out "What They're Saying" on page 16, which includes testimonials from residents who call Tel Hai home.

As administrator of Lakeview Personal Care, I'm privileged to serve residents and interact with their families and loved ones on a daily basis. I share in their joys and weep in their losses.

I know that Tel Hai is an absolutely exceptional place to live, and I'm eager to show you.

Happy reading!

Cynthia Dallara



# 250



What's with the 250? The answer is simple: 250 is your future. For \$250—the cost of applying for residency to Tel Hai—you can take the first step in changing your life.

It's a simple choice to make. Are you going to choose to invest in yourself by investing with us?

For \$250, you're choosing to prepare for a remarkable future. A future that includes the assurance of access to the continuum of care when you need it. No more doubts. No more what-ifs.

For \$250, you're choosing to get one step closer to a worry-free lifestyle without the burdens of home ownership and obligation.

And don't take our word for it. Meet just a few residents of our community who have made the choice, made the investment and made the move. They know what life is *really* like at Tel Hai.

They made the decision to invest \$250 in their future and moved to Tel Hai 2, 5, and 10 years ago. Let's discover their stories and how they all agree it's \$250 well spent.



## MEET JOAN RIDINGS

Chose

*a Great Value*  
and *a Caring Community*

**2 YEARS AGO**

**THE BACKSTORY:** As a small business owner of a sportswear and lingerie boutique in Paoli and later in Wayne, Joan is no stranger to taking risks. "It was the '70s and I had no retail experience, but I knew what the business could become. I went to three different banks until I got a loan," she shared.

With research, hard work and a plan, Joan grew her business into a successful venture until her retirement. And when it came to the "what's next" of life, Joan employed that same thoughtful planning when she chose to leave her 55+ community in West Chester for Tel Hai.

"I always heard great things about Tel Hai and had a very close friend who lived here. When researching other communities, I really felt like Tel Hai was the best value. I chose it because it's a caring community with access to future levels of care," shared Joan.

**THE PRESENT:** Joan and her Yorkie, Boo Boo, happily reside in her Maple Knoll Townhome, which sports an expansive two-story layout totaling 1,998 sq. ft. With ample storage and a versatile loft, Joan easily "rightsized" into her new home. She uses the main floor second bedroom as a sitting room and office, and uses the loft—which features a bedroom and full bath—for family and guest stays. With two children, six grandchildren and three great-grandchildren, Joan is no stranger to a house filled with the hustle and bustle of loved ones.

**THE FUTURE:** "There is a whole different feel here at Tel Hai. Everyone truly cares, and I'm greatly enjoying getting to know my neighbors and the staff," shared Joan. "Moving can be scary because you're afraid to take a wrong step. Don't lose time; do it now. Don't let fear hold you back." From hand-painting ceramics to meeting friends for lunch, Joan's schedule is busy by choice, and she wouldn't have it any other way.







## MEET VIRGINIA SHIFFER

Chose

*Loving Support*  
and *Helping Neighbors*

5 YEARS AGO

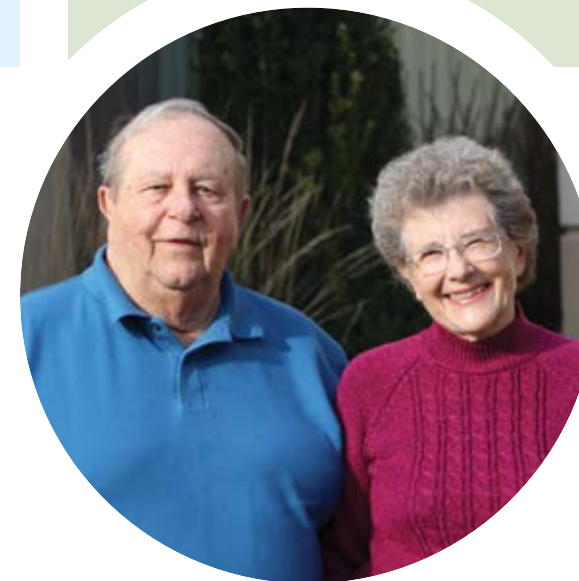


## MEET MAUREEN AND ED HAYBURN

Chose

*a Maintenance-Free Home*  
and *a Carefree Lifestyle*

5 YEARS AGO



## MEET RUTH ANN AND JIM REICHERT

Chose

*Affordability*  
and *Convenience*

10 YEARS AGO

**THE BACKSTORY:** Married for 58 years, Ginny and Bob Shiffer shared a “wonderful life” together in West Chester, filled with the joy of raising their daughter, the love of racing their horses at the Brandywine Raceway and Liberty Bell Park Racetrack, and the memories made at their timeshare in Atlantic City. Bob, a U.S. Army veteran who served during the Korean War, was a machinist by trade, retiring from Laneko Precision Co., while Ginny served as an administrator and Chartered Life Underwriter at a financial planning firm.

“Bob was diagnosed with Alzheimer’s when he was 71, and we utilized Adult Day Services prior to moving to Tel Hai in 2015,” shared Ginny. “We lived in our home for 38 years and had caring neighbors, but we both knew we couldn’t remain there. We visited other communities but we experienced firsthand the loving support and care here. When they were building StoneCroft, it was our time.”

**THE PRESENT:** Two years on from Bob’s passing in 2017, Ginny feels “settled” into her 1,062 sq. ft., one-bedroom apartment, which also includes a den. “The friends I’ve made help me get through every day. I know I’m where I should be, in a place where people care for each other and help their neighbors,” Ginny shared. “Everything I need is here, all under one roof.”

**THE FUTURE:** Taking each day as it comes, Ginny reflects that she’s blessed knowing that each night at dinner, she’ll be surrounded by friendly conversation and support. Her “dinner gang”—as she affectionately calls them—are so organized they have a spreadsheet that tracks who makes the reservations for dinner, alternating each week. “I’m truly never alone, and I find comfort and peace in that.”



**THE BACKSTORY:** Originally from Conyngham near Hazelton, Maureen graduated from Gwynedd Mercy College and forged a career in therapeutic recreation, serving with the American Red Cross in Vietnam during wartime, later at the Valley Forge General Hospital, and then for 34 years with the Commonwealth of Pennsylvania.

Born and raised a “Philly-boy” in a Clifton Heights row home, Ed’s career in information technology data processing spanned distances and decades. From Center City and King of Prussia to the US Treasury Department and FMC Corporation, Ed retired in 2008 with more than 35 years in the tech field.

Married in 1994, the Hayburns first experienced life at Tel Hai when Maureen’s parents moved to Hillcrest in 1996. Both utilized the continuum of care, including personal care and skilled nursing care. “We started researching other communities; I was sick of the raking and the home maintenance,” shared Ed. “When we toured the model apartment for StoneCroft and there were only 4 units remaining in Greystone, we jumped.”

**THE PRESENT:** Fast-forward five years: the Hayburns “love” their one-bedroom with a den, 1,062 sq. ft. home. “I’ve loved Tel Hai since day one,” shared Ed. “Where else can you go and vote in the general election, get your blood work done, and get your haircut all in the same morning without going outside?” With direct access to amenities and services, apartment living is the “perfect” complement to the carefree lifestyle the Hayburns always envisioned.

**THE FUTURE:** Looking forward to future trips with the “Guys’ Day Out,” Ed commented he “likes the places we visit, meeting new people and the lunch!” The Hayburns find fulfillment in their life at Tel Hai, and enjoy giving tours to future residents and participating in unique volunteer opportunities. “We feel safe, comfortable and carefree here,” shared Maureen. “And now, when we host a dinner for a large group of friends, I don’t even have to cook! We just make reservations and I can enjoy entertaining without the worries.”



**THE BACKSTORY:** The Reicherts caught the travel bug early in their marriage. Each summer, they would pack up their three kids and head out of Exton for a four- to six-week family adventure across the United States. With Jim as the athletic director for Henderson High School (West Chester Area School District) and Ruth Ann as a kindergarten teacher at Beaver Creek Elementary (Downingtown Area School District), this precious family time was “wonderful.”

Once the children left home, retirement neared and the grandchildren came, “It was time to start looking around,” shared Jim. “To be honest, I was reluctant at first to move,” said Ruth Ann. “They were planning to build Cedar Ridge cottages, and we were invited to give feedback on their initial design. Once I saw the open floor plan concept, I could envision us here.” With customization options available at a price point to match, “I wanted to plan ahead and know that if anything ever happened to me, she wouldn’t be alone,” shared Jim.

**THE PRESENT:** After rightsizing from their four-bedroom, two-story colonial home to a 1,733 sq. ft. cottage with a full basement, Jim reflected on having all the perks and none of the problems. “Our washing machine recently quit. All I did was put in a work order and we got a new one. It’s no longer my problem.”

Their time is now spent engaging in volunteer opportunities, like the Sew Creative for Ruth Ann and holiday-package sorting for Jim. “We’re doing the things we chose, on our schedule, on our time,” Jim shared.

**THE FUTURE:** Having just returned from an auto train trip to visit Disney’s “Pandora: The World of Avatar” in Florida, the Reicherts are looking forward to their next adventure—wherever it might be. “Because Tel Hai is affordable, it provides us financial flexibility to do other things, like travel,” shared Ruth Ann.

Let us welcome you to the ranks of the Future Resident List. Get started today online by downloading the application at: [www.telhai.org/residency](http://www.telhai.org/residency)







# Healing through Yoga Ministry

Derived from the ancient Sanskrit word “yuji,” meaning union, yoga is a low-impact practice that brings together a holistic approach to improving one’s body and mind. It incorporates three basic, core components to encourage overall wellness, relaxation and stress reduction.

**BODY:** Yoga poses, also called postures, are a series of movements designed to increase strength and flexibility. Poses range from lying on the floor while completely relaxed to more difficult postures while stretching parts of the body.

**BREATH:** The practice of yoga encourages controlled breathing, which can include diaphragmatic breathing and conscious inhalation and exhalation techniques.

**MIND:** Concentration and meditation encourage an awareness of being present in the moment.



At Tel Hai, we don’t just have yoga. We have a “yoga ministry” that’s led by Judith Beaulieu. With more than 45 years of experience in clinical and pharmaceutical nursing, Judy leans on her medical expertise and faith to provide twice-weekly classes to Tel Hai residents and members of the greater community.

A registered nurse by trade, Judy is also a Registered Yoga Instructor, Medical Information Specialist, Certified Health Coach, and Certified Healing Touch Practitioner. Teaching at Tel Hai since 2012, her journey to our community was unique.

“I started to serve at Tel Hai as a volunteer in 2009 when my mother was a resident. I felt that there was an opportunity to give back through yoga as a volunteer instructor.

My class went from 5 residents to 30 residents, and I eventually developed coursework and instruction techniques. My approach to yoga is as a ministry—a healing yoga ministry,” she shared.

“Our mutual connection is our Christian belief that Jesus is the greatest healer that’s ever been. We connect to God through our practice of yoga by connecting our bodies and minds together. God gave us this opportunity to make these years the best last chapter of our lives,” commented Judy. “We use this class as a time to center ourselves, talk to God, and even pray for each other with loving hearts.”

From individuals experiencing chronic pain to someone recovering from a surgery, there are no limitations to participating in yoga.

“Yoga is for everyone at all ability levels. I’ve had students with cognitive challenges, physical limitations, and breathing issues. I always remind my class that ‘you aren’t your diagnosis.’ Your optimal level of health can be better than what you have right now,” Judy said.

For Tel Hai resident Joan Rumer, this “yoga ministry” has had a profound impact.

“My husband Ron and I have lived at Tel Hai for 8 years. I can’t tell you how she has kept me moving and feeling wonderful most of the time. She keeps us all moving and enhances my life every class she teaches,” shared Joan.



“Personally, I was dealing with polymyalgia rheumatica (PMR), which is a musculoskeletal condition similar to fibromyalgia. After participating in her yoga class twice a week for years, I no longer need to take any medicine related to my PMR. She has been a lifesaver to me, and to many others in our group,” Joan shared.

“I’m being called to do something greater than myself. Here at Tel Hai, I want to use God’s gift of yoga to help transform the lives of others. It’s facilitating the connection of mental, emotional, physical and spiritual energy in a way to heal the body,” said Judy.



## BENEFITS TO THE BODY

- increased flexibility, movement and range of motion
- reduced muscle pain and inflammation
- increased muscle strength, tone and circulation
- improved respiration, energy and vitality
- decrease of stress, anxiety, depression
- deepens spiritual connection, relaxation and sense of well-being

**GOT QUESTIONS?** Contact Gwynne Johnson, Physical Wellness Supervisor, at (610) 273-9333, ext. 2441 or email [wellness@telhai.org](mailto:wellness@telhai.org) to chat about upcoming “Gentle Flow Yoga” classes and how to enroll. Tel Hai welcomes community members to attend select classes and wellness programming for a nominal fee.

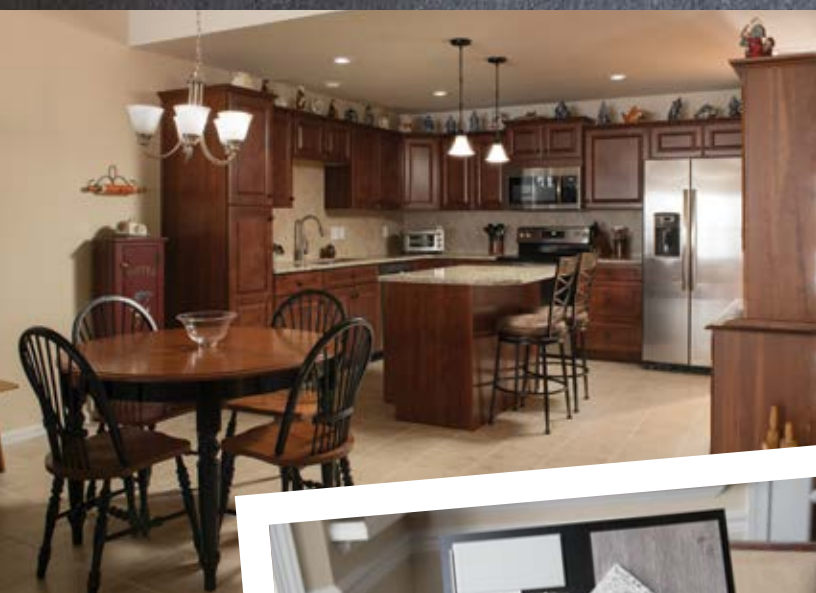
\* Information courtesy of The Mayo Clinic, American Holistic Health Association and the Centers for Disease Control and Prevention. This information should not be considered medical advice. The reader is encouraged to contact his or her health care provider or physician prior to any treatment or exercise regime.



# BACK TO BASICS

We understand  
exploring your  
retirement options can  
be confusing and  
overwhelming.  
What's continuing care?  
What's the value?  
What are my options?

Let's make sense of  
the dollars and cents.



As a Life Plan Community, the value of a retirement community like Tel Hai lies in the priority access to the full range of accommodations, amenities and continuing care services to secure your future.

As a resident of a fee-for-service community, you'll have the security of a care-based safety net that provides access to health services, often called continuing care. Those health services—which include many of the services listed in this article, like personal care and short-term rehab—are always available to you if and when you need them. Unlike remaining in your current home, when your care needs change as a resident of Tel Hai, you'll have a plan in place for extra support.

When utilizing health services, a resident's monthly or daily fee increases to reflect the current rate for the care received. Therefore, you only pay for the long-term care services you actually use. In combination with our entrance fee structure and refund options, retirement living at Tel Hai is more affordable and flexible than ever. Simply put, it makes financial sense.

At Tel Hai, we allow planning and living to merge. Having a plan in place allows residents to live life as they choose, filled with independence and convenience. We've got caring professionals who are here to help you as your care needs change, whether it's 2 or 25 years from now.

Our worry-free lifestyle encourages residents to live-in-place and truly embrace the Redefining Retirement™ concept, the heart of Tel Hai.



## Residential Living: Apartments, Cottages and Townhomes

With more than 440 residential living accommodations, Tel Hai is a combination of distinctly unique neighborhoods that are joined together by the shared interests of independent residents into one community.

Complemented by our beautiful, mature campus and outstanding amenities, all apartments, cottages and townhomes feature stylish details and distinctively unique floor plans that can be customized to accommodate your style and taste.

From daylight basements to a loft for hobbies, our wide selection of homes will enable you to rightsize your home and maximize your retirement future. As an added convenience, every apartment is centrally located with direct access to dining venues, fitness areas, pools, resident gathering spaces and additional amenities.

## Home Care and Home Health

Home Care and Home Health Services are an essential piece of the continuing care puzzle that pairs in-home services with residents' needs. With a supportive structure to encourage living in place, residents can maintain their independence and stay in their home longer.

Home Care at Tel Hai—provided by Tel Hai team members—is non-medical home care services that are available on an interim or long-term basis. All services available help residents maintain a high level of quality living in the comfort of their own home. From post-surgery assistance to as-needed support, services often include meal preparation, help with dressing and medication reminders.

Home Health Services are clinical medical care provided by skilled medical professionals, and are often prescribed as part of a care plan following a hospitalization. Services often include skilled nursing services, hospice care, administration of medications including injections, medical tests and wound care. Tel Hai has established relationships with home health providers to support a resident's individual needs and circumstances.





### Personal Care

For individuals who require daily assistance to remain independent, safe and secure, Lakeview Personal Care at Tel Hai provides the freedom and amenities of residential living paired with clinical support. It's often the "next step" utilized by residents within the continuum of care.

Personal care offers 24-hour, resident-centered nursing support coupled with a variety of social, recreational, and educational enrichment opportunities. Residents enjoy intimate accommodations that range in size from a small private room with an en suite full bathroom to a spacious suite. Personal care team members encourage a worry-free lifestyle by supporting the resident with three meals daily, weekly housekeeping, laundry service and assistance with activities like bathing and dressing.



### Short-Term Respite Care

Short-term respite stays, provided within Lakeview, are 7- to 30-day short-term stays for individuals requiring additional supportive care. If you are the caregiver for your loved one or you're currently utilizing home care services, a respite stay provides the caregiver much-needed relief for a vacation or break, while the individual receives care in a supportive and safe environment. Short-term respite stays include a fully furnished private accommodation with an en suite full bathroom and all the features and services provided within personal care.

### Memory Care

Maple View Memory Care at Tel Hai, located within Lakeview, offers 24-hour, resident-centered nursing support in a secure memory-support neighborhood. Specifically designed for residents with moderate memory loss to progressive dementia, residents have a personal care accommodation that has open access to Adult Day Services at Tel Hai. Led by dementia-trained professionals, structured programming provides residents independence and stimulation in a secure environment.

### Health Care

When medical needs advance to requiring 24-hour skilled nursing care, it's reassuring to know that compassionate care from our expert team of health care professionals is just a step away.

Meadows Health Care at Tel Hai offers comfortable private and semi-private accommodations with round-the-clock nursing supervision.

Residents experience the highest quality of life in a setting that preserves their dignity and respect while infusing fun and engagement opportunities, always rooted in resident choice.

From chef-prepared meals to stimulating life enrichment activities, residents receive the companionship, comfort and care they desire in a neighborhood setting.

Trained to provide a high level of medical assistance, staff includes a medical director, registered nurses, licensed practical nurses, licensed therapists, social workers, certified nursing assistants, chaplains, nutritionists and activities associates.



### Short-Term Rehab

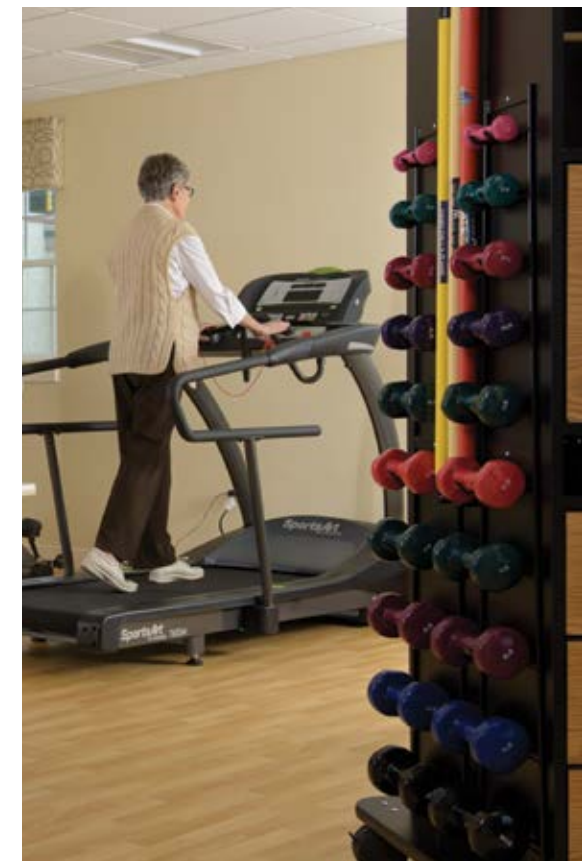
From an unexpected illness or injury to a planned surgery, we're here to help you get well and get back to your life. Provided within Meadows Health Care, our 24-hour, resident-centered short-term rehab services focus on an individualized approach to one's recovery from a procedure or hospitalization.

Our aim is to help a resident recover and increase their function to the highest level possible. Our clinical staff and occupational, speech, physical and respiratory therapists provide treatment programs for a variety of physical and medical diagnoses. Best yet, it's provided on the Tel Hai campus within our own fully equipped therapy gym by our trusted therapy partner, Symbria.

### Adult Day Services

Offering a blend of independence and individualized attention, Adult Day Services offers 7-day-a-week, personalized, quality care for adults challenged by physical disabilities or memory support/dementia who require daily supervision. Individuals receiving support at Adult Day Services maintain independence in a secure environment while enjoying structured and stimulating programming in a homelike setting.

By partnering with spouses and family members in the full- or part-time care of their loved one, Adult Day Services is an affordable option for quality care and a much-needed respite for families. Families can utilize services for as few—or as many—days required throughout the week and weekend.



### Outpatient Therapy

Located within StoneCroft, the Outpatient Therapy Health Suite provides individuals the opportunity to utilize therapy services prior to a planned procedure, after a surgery or unexpected injury, or to continue the relationships built with a therapist during a stay in Meadows short-term rehab.

Specializing in therapy for older adults, we're equipped to handle a variety of physical, mental and medical rehabilitative needs. Our skilled Symbria therapists provide treatment programs for a variety of physical and medical diagnoses, including falls, pain management, joint replacements, gait training, balance issues, urinary incontinence, memory enrichment training, and low vision.



# Trip Committee: *Adventures Abound*

Community life at Tel Hai is a perfect mix of unique experiences and meaningful connections.

We're uniquely positioned to engage residents and the greater community through an extensive array of established clubs and committees. From lectures to line dancing, there are endless ways to spend your days at home or abroad.



The Trip Committee—led by a 12-member resident interest group—provides direct input and feedback in shaping the programming and schedule offered to the community. The committee meets monthly to review researched destinations and map out their extensive travel plans, including the route, overnight accommodations and all stops along the way.

“We plan anywhere from six months to two years out, depending on the length of travel and the destinations selected,” shared Judy Schweitzer, Community Life Supervisor. “It’s a wonderful group of resident volunteers who keep raising the bar on the experiences we get to enjoy together.”

And together is what it’s all about. From local destinations in nearby communities to foreign skylines across oceans, it’s far beyond just a trip. It’s about the enjoyment of an experience together, with your friends and neighbors.

Reflecting on his past trips to the Holy Land, resident Dan MacDonald commented, “I was often asked why I continued to go back to the same place again and again. There are many reasons my wife and I became tour hosts for this fascinating adventure. But the best reason we returned was the opportunity to introduce folks to the joy of discovering the place where Jesus lived. The looks of excitement, astonishment and pure joy were priceless.”



## INTERESTED IN JOINING US?

Future residents of Tel Hai enrolled in the Ready-Set-Go Program are invited to explore the world with us! The program—designed to encourage and equip you in preparation for your move—gives you additional support, benefits, and access to special programming like the adventures planned by the Trip Committee. It’s an open invitation to get to know our community and the people who live here. Contact Tracy to schedule a personal visit to Tel Hai and discuss joining the Ready-Set-Go Program.

TRACY WEAVER | Residential Living Counselor | [tweaver@telhai.org](mailto:tweaver@telhai.org) | (610) 273-9333, ext. 2700

## LOCAL DAY TRIPS AND ENTERTAINMENT VENUES

Mt. Gretna  
Sight and Sound Theatre  
American Music Theatre  
Dutch Apple Dinner Theatre  
Philadelphia and  
The Kimmel Center  
Bucks County and Mansions  
Along the Delaware  
Pennsylvania State Capitol

## REGIONAL EXPERIENCES

Wellsboro  
Pittsburgh  
Flight 93 National Memorial  
The Quecreek Mine  
Grounds for Sculpture:  
New Jersey  
National Museum of the  
Marine Corps

## NATIONAL EXCURSIONS

Niagara Falls  
Hudson Valley  
Lake Placid  
Mystic Seaport  
Cape Cod  
Charleston/Savannah  
Vermont  
West Virginia  
Creation Museum and Art  
Encounter: Kentucky  
Crumpin-Fox: Massachusetts

## GLOBAL ADVENTURES

New England and  
Canada Cruise  
Bermuda Cruise  
Bahamas Cruise  
The Holy Lands: Israel\*  
Alpine Odyssey:  
Germany and Austria\*  
Thousand Islands and  
St. Lawrence Seaway

\* Facilitated through our dedicated travel partner, Educational Opportunities Tours, and the Pastoral Care Department at Tel Hai.





# WHAT THEY'RE SAYING

## Partnering with Pinnacle Quality Insight

**“AND THE SURVEY SAYS,”** it’s just like the phrase often heard in *Family Feud*. However, the stakes are higher.

Like many of our Life Plan Community peers, Tel Hai Retirement Community partners with Pinnacle Quality Insight to survey and rate the experience of residents in residential living, personal care, memory care, adult day and health care.

It’s the experience of a resident receiving palliative care in Meadows Health Care, who is nearing the end of his life. And the experience of a wife who utilizes Adult Day Services three days a week for her husband with moderate Alzheimer’s. And also the experience of a widower who relies on Home Care at Tel Hai for companionship and medication reminders.

In essence, we want all who are impacted by Tel Hai’s ministry to experience our vision to “excel in providing quality service.” We want them to feel our compassionate, reliable and loving care in action.

So let’s take a look at how we’re doing and what they’re saying.

### THE APPROACH

The Pinnacle interview process is different from many other customer satisfaction measurement companies.

Instead of administering paper surveys to residents or responsible parties, they conduct personable, comfortable, one-on-one phone interviews to draw out candid, detailed feedback.

On a monthly basis, Pinnacle contacts a percentage of residents or responsible parties and returns the responses as soon as the month is complete. The professional interviewers expertly record satisfaction scores and transcribe comments so we receive accurate feedback. This ensures a high level of accuracy in the sample size.

Most care satisfaction surveys are designed to impress others, rather than improve and accurately measure customer satisfaction. Our focus is not only how we are comparing to our peers, but to actually improve in the delivery of care. This is viewed with month-

to-month and year-to-year data comparisons to ensure we’re headed in the right direction.

### THE DATA AND FOLLOW-UP

The purpose of the survey is to understand resident and family member experiences, identify opportunities for improvement, and learn directly from residents and their loved ones the areas of care we need to work on.

Always committed to continuous improvement, we analyze and identify these opportunities to all our core service areas, from the dining room to the therapy gym. We aim to immediately correct ongoing issues, prevent further issues and implement plans of correction.

Sampling new residents, long-term residents, and even recently discharged residents from areas like short-term rehab helps us establish an accurate depiction of what is happening within our community.

Categories discussed within the surveys include areas such as: overall satisfaction, variety of food/menu choices, quality of food, dining room service, cleanliness, response to problems, dignity and respect, communication, activities, move-in process, security and safety, laundry service and individual needs.

## The Comments

### IN RESIDENTIAL LIVING

“I love the security of knowing I have a place to go if or when I need help. I appreciate the programs that are offered here and that we have multiple dining options. I appreciate the convenience of things like the library, the exercise classes and all my friendships. The people are kind and considerate.”

“I find comfort that we have continuing care on campus. My wife was in health care until she passed, and every day I would be with her. It’s just a beautiful setting.”

“I appreciate the friendliness, cleanliness and the maintenance and grounds. It’s a wonderful place to live and I feel so secure. I’ve lived here for five years and I know I made the right choice.”

### IN PERSONAL CARE AND ADULT DAY SERVICES

“I love how Tel Hai cares for my mom. I have had no issues, and the staff are wonderful. I was no longer capable of caring for her, but I know she’s in great hands.”

“My mother is treated with respect. Staff is responsive and knowledgeable. I feel very comfortable that she is in a caring environment. I love how they knock on her door for an activity to encourage her to participate in an activity.”

“I like the quality of service I receive. The people are all nice, and the med techs are very helpful and concerned with my needs. They are on top of everything and I would highly recommend it.”

### IN SHORT-TERM REHAB AND HEALTH CARE

“The staff is friendly and courteous to my spouse and me. He got great, specialized care. He was getting much better care than he did in other places. He got really good meals, and I highly recommend Tel Hai.”

“I came to Meadows after bypass surgery for rehab. Everything was great and it’s the best place to go. They helped me get back to normal.”



Long-term care providers—like Tel Hai—who achieve a Customer Experience Award from Pinnacle have achieved best-in-class customer satisfaction standards within their peer group. Tel Hai is honored to receive the following accolades in 2019:

### MEADOWS HEALTH CARE

Overall Satisfaction

Quality of Food

Cleanliness

Response to Problems

Recommend to Others

Professional Therapy Services

Overall Customer Experience

### RESIDENTIAL LIVING

Activities



Life at Tel Hai is enriching and rewarding. Join us for dynamic events, including educational lectures, entertaining concerts and enrichment opportunities.

# COME to Life

## CALENDAR of EVENTS

SPRING & SUMMER 2020



**Historical Moments with Ross Kershey**  
*Mondays, March 16 through April 13, 1 pm*  
*StoneCroft Center for Worship and Performing Arts*

In this five-week lecture series event, we'll explore the history of the Supreme Court (weeks 1 and 2),

Controversial Presidential Elections (week 3), Amelia Earhart (week 4) and the Lindbergh Kidnapping (week 5). Instruction is provided by Ross Kershey, a former Coatesville Area Senior High School history teacher and local historian. Nominal fee charged.

**Pianist Jeffrey Uhlig and Violinist David Kim: A Tel Hai Performing Arts Series Event**  
*Saturday, March 28, 1 pm*  
*StoneCroft Center for Worship and Performing Arts*

Pianist Jeffrey Uhlig returns to Tel Hai for a captivating afternoon of entertainment with his violinist David Kim. A regular performer with members from the Philadelphia Orchestra, Uhlig is an in-demand chamber music player, vocal coach and accompanist. As the Philadelphia Orchestra Concertmaster and an acclaimed soloist, Kim graduated from Juilliard and teaches at several universities and conservatories.

**Tempesta di Mare - Philadelphia Baroque Orchestra: A Tel Hai Performing Arts Series Event**  
*Friday, April 3, 7:30 pm*  
*StoneCroft Center for Worship and Performing Arts*

Conversational. Extroverted. Emotionally provocative. These words describe baroque music and the experience Tempesta di Mare delivers with every performance. Their chamber ensemble transforms the musical notes into dynamic, wordless dialogues in sound that win over audiences everywhere they play. Led by directors Gwyn Roberts and Richard Stone, with concertmaster Emlyn Ngai, Tempesta defines itself by this rhetorical approach to baroque music.

Visit [telhai.org/connect](https://telhai.org/connect) for additional programming highlights.  
**QUESTIONS? Contact Judy Schweitzer, Community Life Coordinator, at [jschweitzer@telhai.org](mailto:jschweitzer@telhai.org) or (610) 273-9333, ext. 2154**



**Chester County: The Mushroom Capital**  
*Monday, May 4, 1 pm*  
*StoneCroft Center for Worship and Performing Arts*

Charles Brosius will lead us on an insider's view of the mushroom industry in Chester County—the beginnings, the growth, and the industry's economic importance to the region. Brosius has been a leading figure in the United States mushroom industry and is a former Pennsylvania Secretary of Agriculture. A native of West Grove, he is an innovator of mushroom cultivation and marketing with the family business Marlboro Mushrooms, from which he retired in 1995. His lectures, sponsored research and published papers established him as a national authority on mushroom production.

**Brandywine Harp Orchestra: A Tel Hai Performing Arts Series Event**  
*Friday, May 8, 7:30 pm*  
*StoneCroft Center for Worship and Performing Arts*

As the nation's premier harp orchestra, The Brandywine Harp Orchestra consists of 12 harpers of diverse ages with seasoned harp skills and extensive musical backgrounds from the Brandywine Valley. Led by Janet Witman, they have delighted audiences at Longwood Gardens, Mt. Gretna Tabernacle, and the Edinburgh International Harp Festival.



**A Touch of Blues**  
*Tuesday, June 2, 7 pm*  
*The Hillside Amenities of Tel Hai: Outdoor Amphitheater\**

A Touch Of Blues is composed of five local talented musicians who are also members of The Big Band From The Valley. A Touch Of Blues provides audiences with a variety of music genres, from blues to jazz to standards spanning multiple decades of popular songs. The band is led by Marge Miller, who was inducted into the Independent Recording Artists' Hall of Fame in 2013.

**Minas: A Tel Hai Performing Arts Series Event**  
*Friday, June 12, 7:30 pm*  
*StoneCroft Center for Worship and Performing Arts*

One of the most sought-after Brazilian groups of its kind, Minas features Orlando Haddad and Patricia King, who are multi-talented as composers, vocalists and instrumentalists. With an impressive grasp of Brazilian musical idioms, the duo has a special love of bossa nova and jazz. They've performed at the Lincoln Center, Kennedy Center, and major venues in Rio de Janeiro, Brazil.



**John Denver Tribute: With Charlie Zahm and Tad Marks**  
*Friday, June 19, 7 pm*  
*The Hillside Amenities of Tel Hai: Outdoor Amphitheater\**

Baritone Zahm—a popular festival musician and Tel Hai favorite—is back with fiddler Marks to provide a musical evening featuring the songs of John Denver. Paired with Baltimore-based Marks, Zahm will lead the audience on a musical journey through the many facets of Denver's songwriting career, including the hits that defined his life and legacy.

\* Bring your own lawn chair, blanket, refreshments and visor/sunglasses.

## EASTER CELEBRATION SERVICES

**Maundy Thursday**  
*Thursday, April 9, 2 pm | Auditorium/Chapel*  
Lancaster-based drama group Piercing Word will present the "Passion of the Christ" production, following the life of Jesus from Palm Sunday through Easter Morning. This service is based on the words of the Gospels.

**Good Friday Community Breakfast Featuring Bridge of Hope National**  
*Friday, April 10, 8 am | StoneCroft Center for Worship and Performing Arts*  
Join Edith Yoder and Bekah Bowland from Bridge of Hope National, which trains and equips local Christian faith communities to respond to homelessness in practical, tangible, and neighboring ways. Registration is required by April 1 by calling Pastoral Services at (610) 273-9333, ext. 2009 or email at [therr@telhai.org](mailto:therr@telhai.org). Nominal fee charged.

**Easter Sunrise Service**  
*Sunday, April 12, 6:30 am | The Hillside Amenities of Tel Hai: Outdoor Amphitheater\**  
Join us for our Easter Sunrise Service as we celebrate the Resurrection. Service will be moved indoors into Grandview Commons in the event of rain. Dress warmly. Hot refreshments provided after the service.

*Our non-denominational services welcome individuals of all faiths.*







Fridays, 10 am, through May 8  
StoneCroft Commons

**G**riefShare is a special seminar and support group designed to help you rebuild your life after losing a loved one. Through this group, you will have friends to walk alongside you through one of life's most difficult experiences.

If you've lost a spouse, child, family member, or friend, you've probably found there are not many people who understand the deep hurt you feel. It may be a confusing time when you feel isolated and have many questions about things you've never faced before. You don't have to go through the grieving process alone. Participants can join us on any Friday.

Led by caring members of the Pastoral Care team, sessions include video seminar with experts, support group discussion, and focus on personal study and reflection. For registration, contact Chaplain David Hicks at [dhicks@telhai.org](mailto:dhicks@telhai.org) or (610) 273-9333, ext. 2443. Nominal fee charged.

## RIGHTSIZE TODAY!

Donate to the Resale Shop

### READY TO DOWNSIZE, OR, AS WE CALL IT, RIGHTSIZE?

It's time to sort through the basement, attic and closets. Tel Hai graciously accepts donations from future residents and the greater public. Donations can be dropped off every Monday (except holidays) at the shop from 11 am - 12 pm or by appointment. Items accepted include collectibles, small appliances (in good working condition), furniture, jewelry, household items, linens/quilts, tools, antiques, cabinets, framed prints and art.

The shop is located in the Hertzler Apartment Building, and all sales support the *Care Assurance Fund* that provides financial assistance to residents who outlive their ability to pay for the care they require. Visit [www.telhai.org/resale](http://www.telhai.org/resale) for details.

### ON THE HUNT FOR TREASURES?

The Resale Shop, located in the Hertzler Apartment Building, features a vast array of donated items at extremely affordable prices. Many "one-of-a-kind" items featured in the shop include jewelry, porcelain, pottery, glassware, collectibles, furniture, lamps, appliances, cabinetry, and endless treasures.

### WE'RE OPEN

**FRIDAYS**  
9 am - 1 pm  
March 20  
April 17  
May 15  
June 19  
July 17

**TUESDAYS**  
11 am - 1 pm  
March 24  
April 21  
May 19  
June 23  
July 21

## EXPERIENCE

*The Bavarian Alps,  
Innsbruck,  
Salzburg,  
Castles,  
Churches and  
The Passion Play*



### 9-Day Trip: August 2020 | Open to the Public

**T**el Hai Retirement Community invites the community to join Chaplain David Hicks for a 9-day "Alpine Odyssey Tour and Oberammergau Passion Play" in Germany and Austria from August 10-18, 2020. In conjunction with Educational Opportunities Tours, registration is still open but only a few spots remain. Trip highlights include visiting Munich, Innsbruck, Salzburg, Oberammergau and the Passion Play, Rattenberg, and Neuschwanstein (pictured).

Trip cost includes guided sightseeing, Passion Play ticket, roundtrip international airfare, fuel surcharges, government taxes, administration fees, entrance fees\*, gratuities and program fees, buffet breakfast and dinner, deluxe motor-coaches, and first-class hotels. (\*Except where noted.)

For additional information, final pricing and registration instructions, please contact Chaplain David Hicks at [dhicks@telhai.org](mailto:dhicks@telhai.org) or (610) 273-9333, ext. 2443 or visit [www.telhai.org/oberammergau](http://www.telhai.org/oberammergau)

*Home: it's your  
refuge, your retreat,  
your nest.*

*But are you ready  
for a new nest?  
It's time to fly  
the coop!*



## Time for a New Nest

Take the first step in exploring your retirement future by experiencing Tel Hai's full range of expansive accommodations, amenities and services.

Discover that living at Tel Hai is more affordable and flexible than ever. As a Life Plan Community, we offer a secure, worry-free lifestyle with priority access to the continuum of care.

*Interested  
in Hillcrest  
apartment living?*

*Join us early from  
10 am-11 am to view  
Hillcrest Apartments only.  
Enter at Garrett  
Community Center.*

Leave the burdens of home ownership behind and view our well-appointed nests, including residential living apartments and cottages. Also, don't miss the opportunity to visit health services including personal care, memory support, health care, and adult day services.

## 14TH ANNUAL Day in the Country

**OPEN HOUSE**  
*Saturday, May 2, 11 am-3 pm*

Event registration begins at StoneCroft Commons, located at 4000 Tree Line Drive, Honey Brook. Follow Beaver Dam Road to the West Entrance of Tel Hai, then turn onto Tree Line Drive and follow signs to StoneCroft. Parking is available adjacent to the entrance.

**To RSVP**, call Ginny at (484) 796-4262, email [info@telhai.org](mailto:info@telhai.org) or register online at [www.telhai.org/DIC](http://www.telhai.org/DIC)

**Tel Hai**  
*Redefining Retirement™*

Tel Hai Retirement Community | 1200 Tel Hai Circle | P.O. Box 190  
Honey Brook, PA 19344 | [telhai.org](http://telhai.org)





## Happenings at the “Hill of Life”

IN MAY



### Time for a New Nest 14th Annual “Day in the Country” Open House

**Saturday, May 2, 11 am - 3 pm**  
**On the Campus of Tel Hai**

Explore Tel Hai’s full range of expansive amenities; accommodations including apartments and cottages; and health services including personal care, health care and adult day services. Event registration begins at StoneCroft Commons, located at 4000 Tree Line Drive, Honey Brook.

Register early. Call Ginny at (484) 796-4262 today or register online at [www.telhai.org/DIC](http://www.telhai.org/DIC)

IN JUNE



### 17th Annual Chester County 50plus Expo **Wednesday, June 10, 9 am - 2 pm** **Church Farm School, 1001 East Lincoln Highway, Exton**

Visit the Tel Hai booth and speak with Tracy, Residential Living Counselor, during this free, one-day expo geared toward baby boomers, seniors, their families and caregivers.



A TASTE of  
**Tel Hai**

### “Taste of Tel Hai” Luncheons

If you haven’t already, join us for a “Taste of Tel Hai” luncheon to learn more about the Tel Hai lifestyle. In addition to a delicious lunch, you’ll explore all the residential living options at our community, and hear from the residents who live here. We’ll be holding them at 11 am each month.

**Thursday, April 23** RSVP by April 13

**Wednesday, May 13** RSVP by May 4

**Thursday, June 25** RSVP by June 15

**Tuesday, July 21** RSVP by July 13

Seating is limited for each event, so please be sure to register early. Call Ginny at (484) 796-4262 today or register online at [www.telhai.org/tasteoftelhai](http://www.telhai.org/tasteoftelhai)